

## ediEnterprise Tips & Shortcuts

### Moving Between Tabs

Use Ctrl + Shift + Tab to move backward between tabs within the current record.

### Entering Dates

Use F5 to insert the current date in a date field.

### Open a New Window

Use your mouse to right click on a module subheading to open in a new window i.e Admin>Reference Files> Organisation, right click to open Organisation in a new screen.



For more information contact:

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## Customer Service Corner by Karen Bremner: Customer Service Surveys

Have you received a Customer Service Survey? Each day surveys are sent to our clients asking for feedback on our staff. We ask that you rate their knowledge of the subject, the timeliness of the response, the representative's manner and your overall satisfaction with the resolution. There is also an area for general comment that can be used to provide more detail or additional opinion. We review each response and welcome any feedback. Survey results are an important part of the evaluation of each team member so the few minutes it takes to participate are greatly appreciated. Unfortunately, only a small percentage of surveys are actually returned and we would love to see more responses. We welcome comments about your experience as we work to develop and maintain a helpful, knowledgeable global customer service staff that meets your expectations!

*Karen Bremner is VP Global Customer Service. Karen can be contacted at [karen.bremner@cargowise.com](mailto:karen.bremner@cargowise.com). Support incidents should be raised through **ediEnterprise>Help>Customer Service Request**. For other issues email [support@cargowise.com](mailto:support@cargowise.com).*

## Update Notes

**'Assembly Master' Shipment Type** ediEnterprise has been enhanced with the addition of 'Assembly Master' as a shipment type. The four shipment types now supported for forwarding shipment registrations are: Standard, Co-Load Master, Buyer's Consol Lead, Assembly Master. *To read the Update Note [click here](#)*



**Road Freight FTL Rates** ediEnterprise has been enhanced to allow easier and more consistent management of Road Freight FTL (Full Truck Load) rates. Previously, these rates were grouped with FCL (Full Container Load) rates. These have now been separated and both Road LTL and Road FTL rates should be entered on the "LCL/FTL/LTL Freight" tab on all rating screens. This change will allow the correct auto-rating and auto-costing of FTL and LTL jobs. All existing FTL rates have been automatically migrated to the new tab. *To read the Update Note [click here](#)*

**Attaching Documents in ediWebTracker** ediWebtracker users are now able to attach documents to any job that has an eDocs grid. Two new security items control whether a web user has access to view or add documents. Email notifications have been modified to include information about attached files. *To read the Update Note [click here](#)*

## David Rollason Joins CargoWise edi as Senior VP Business Growth, Optimisation and Performance

David Rollason has joined CargoWise edi as Senior VP Business Growth, Optimisation and Performance. He will be responsible for managing technical and process integration of new components, applications and architectures throughout all major business units globally. Mr. Rollason has more than 17 years of experience in software development, product design, team management and IT infrastructure, including supply chain and ERP applications. *To contact David Rollason email [david.rollason@cargowise.com](mailto:david.rollason@cargowise.com).*

